

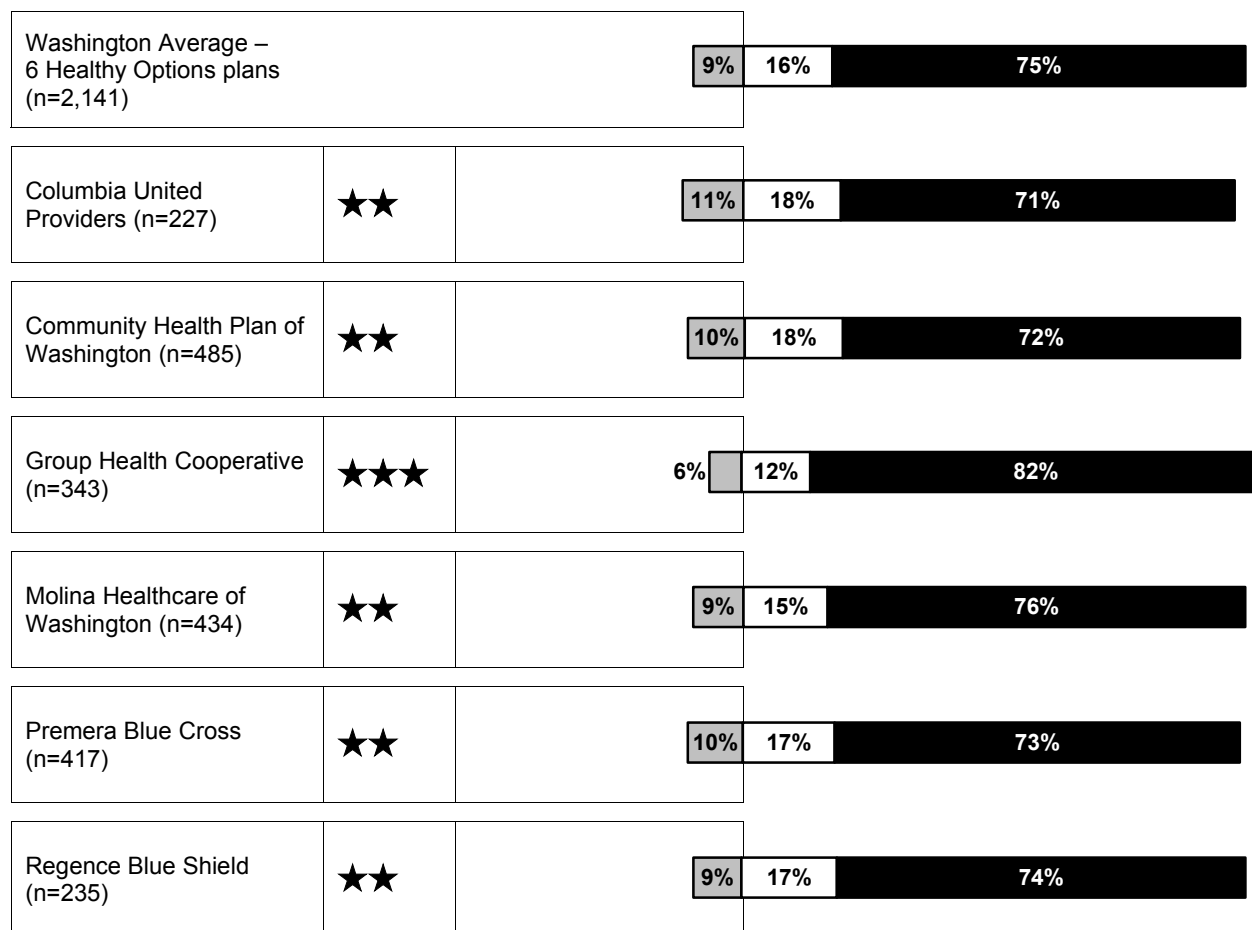
Healthy Options Children with Chronic Conditions

CAHPS Questions

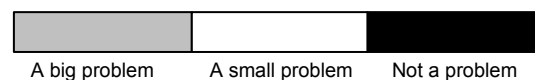
Composite

Getting Needed Care

This chart summarizes the responses to survey questions 7, 16, 30, and 31 contained in the composite, "Getting Needed Care." Individual question-level responses immediately follow.



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



NOTE: Results presented in this report are based on the 2002 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans, adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

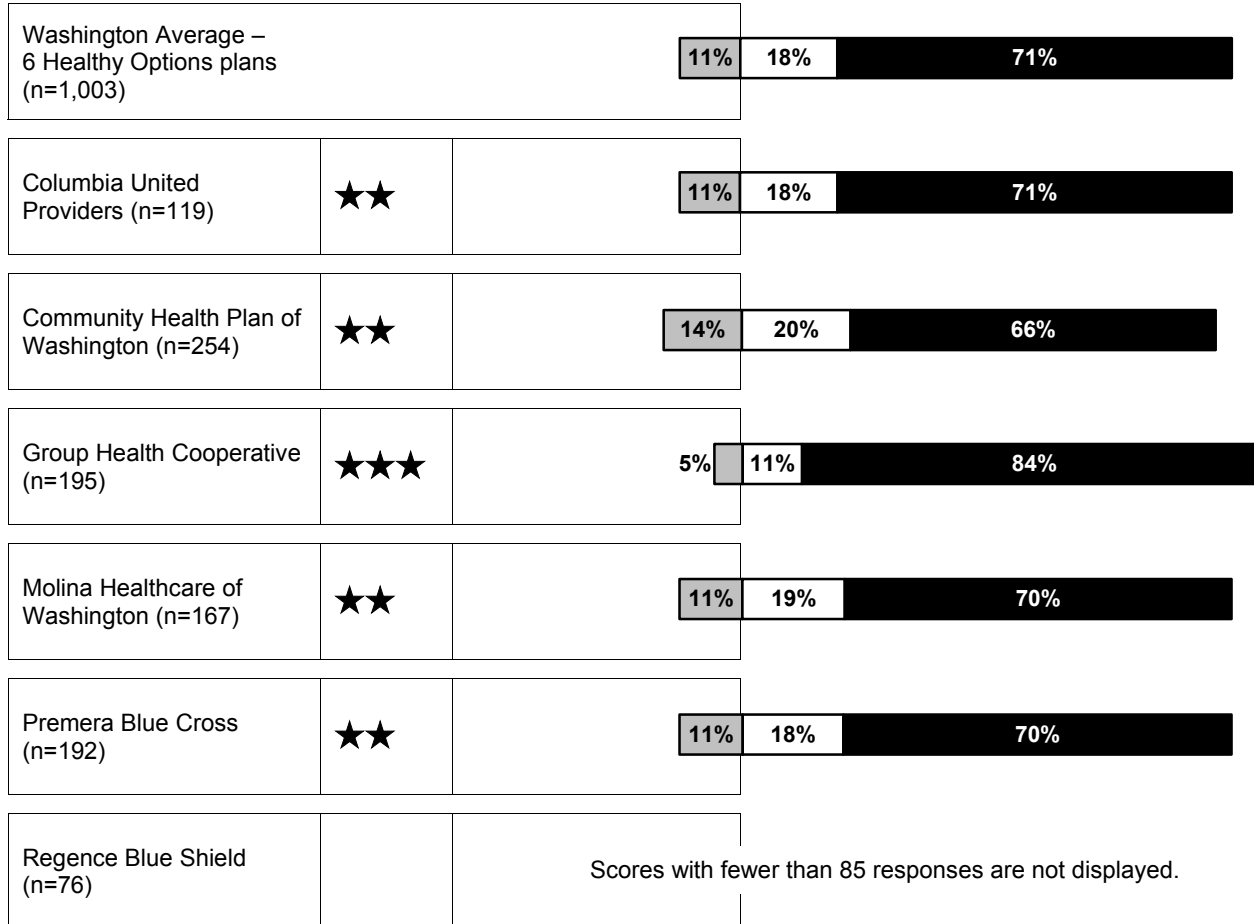
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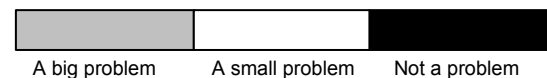
Question 7

Getting Needed Care

Q7. "With the choices your child's health plan gave you, how much of a problem, if any, was it to get a personal doctor or nurse for your child you are happy with?"



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★	Statistically worse than the Washington average of 6 Healthy Options plans



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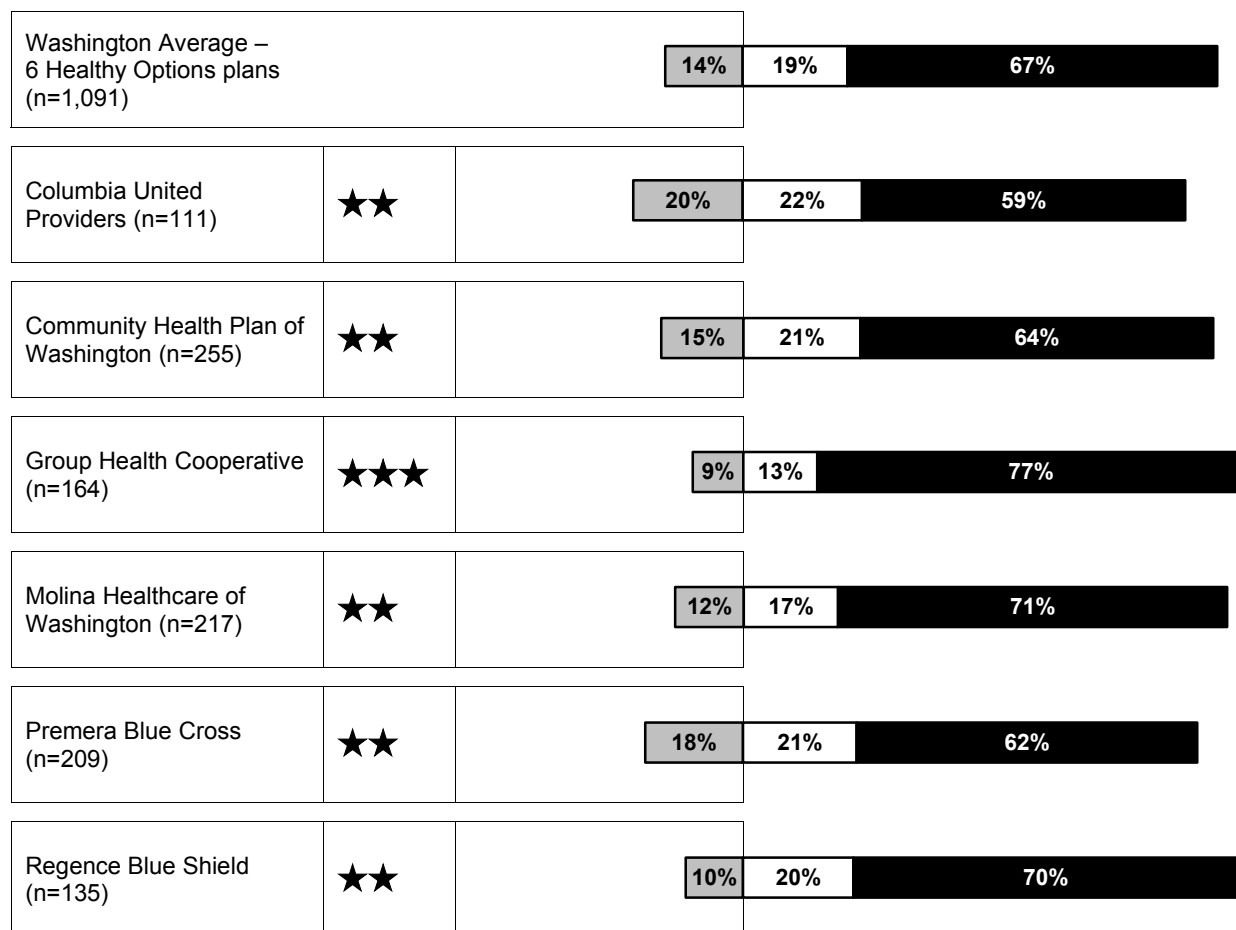
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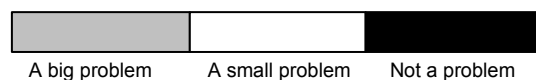
Question 16

Getting Needed Care

Q16. "In the last 6 months, how much of a problem, if any, was it to get a referral to a specialist that your child needed to see?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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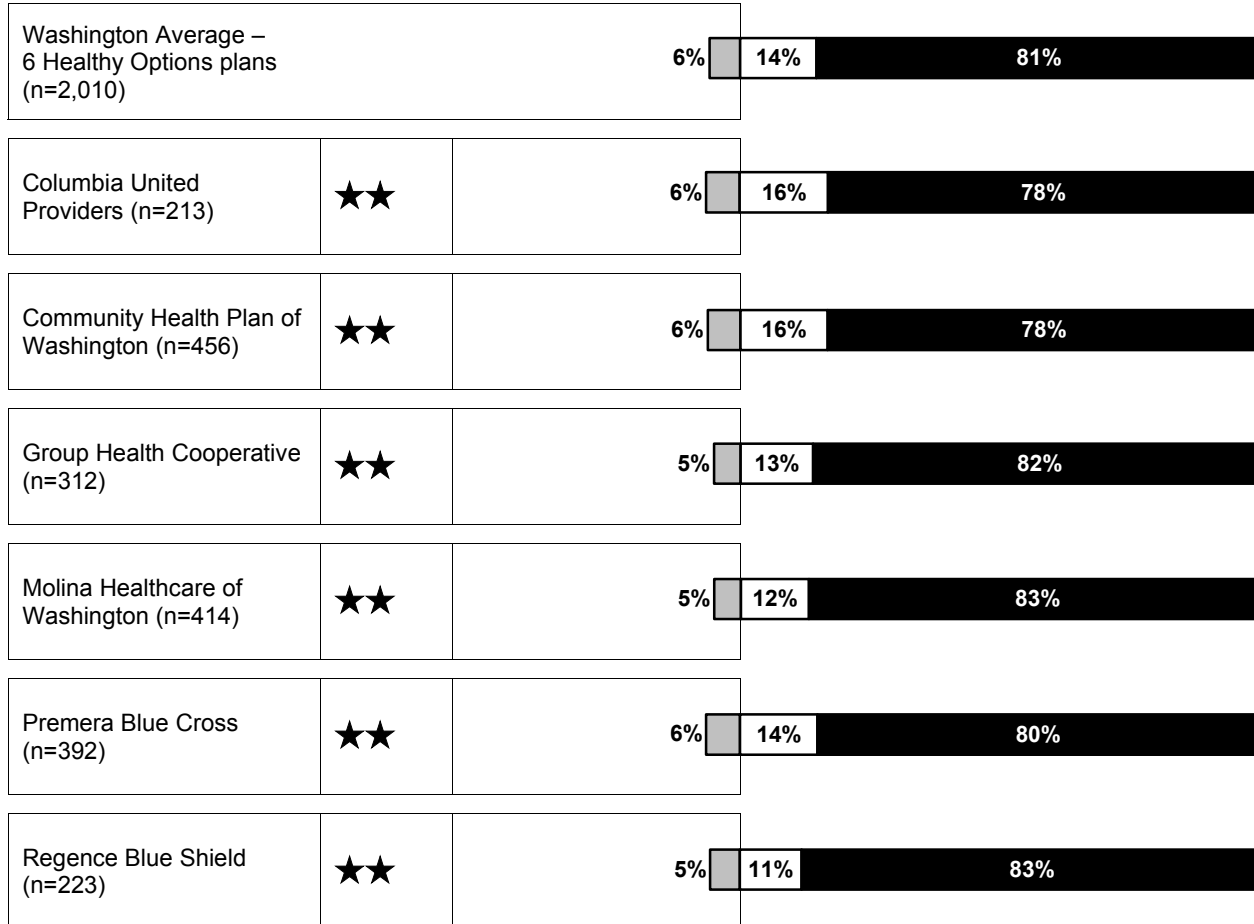
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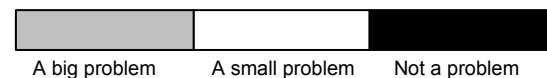
Question 30

Getting Needed Care

Q30. "In the last 6 months, how much of a problem, if any, was it to get care for your child that you or a doctor believed necessary?"



★★★★	Statistically better than the Washington average of 6 Healthy Options plans
★★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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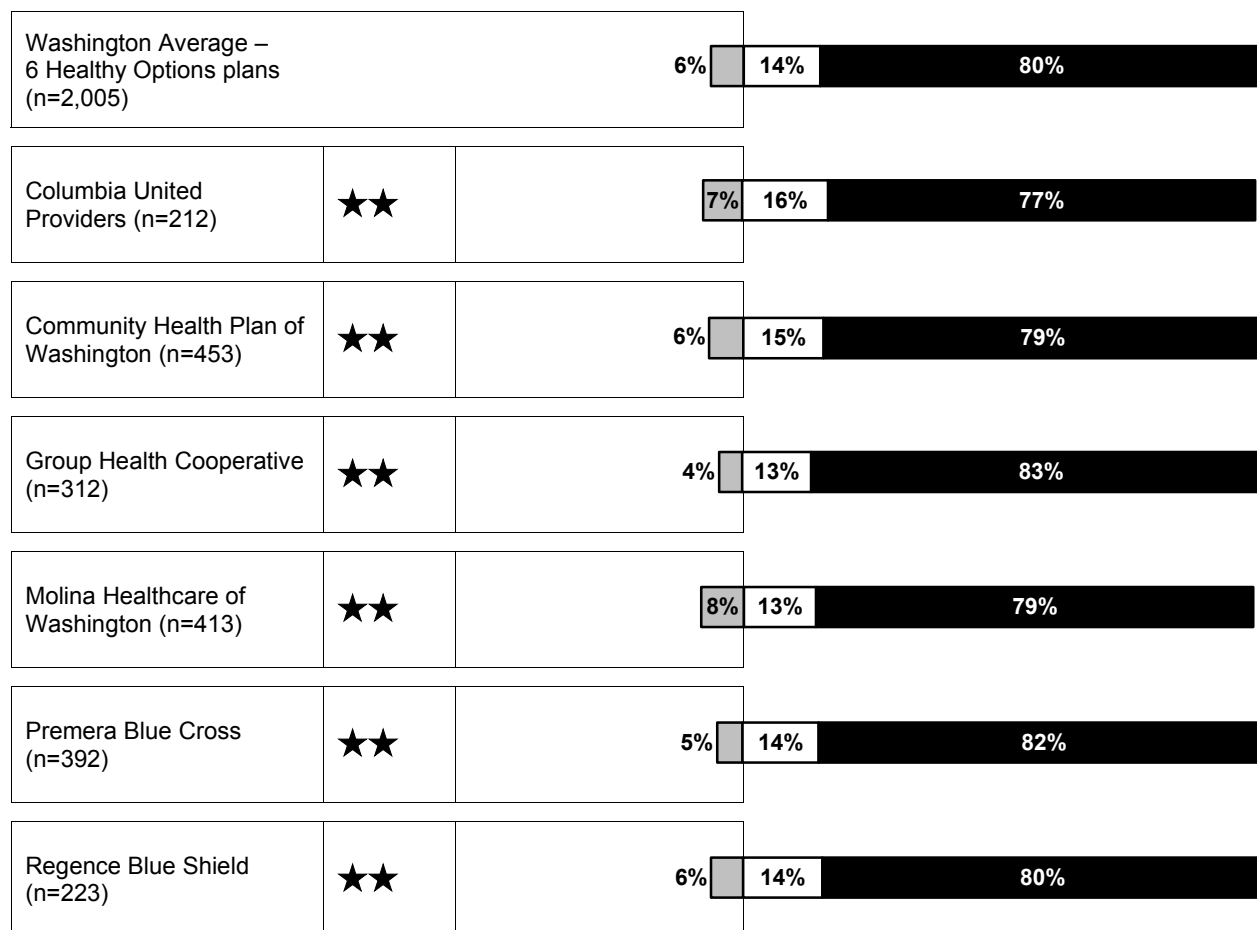
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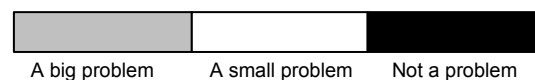
Question 31

Getting Needed Care

Q31. "In the last 6 months, how much of a problem, if any, were delays in your child's health care while you waited for approval from your child's health plan?"



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★★	Not statistically different than the Washington average of 6 Healthy Options plans
★	Statistically worse than the Washington average of 6 Healthy Options plans



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